

BUCKINGHAM GATE COVID-19 Risk Assessment

Apr-21

Version Control:				
Completed by	Mark Cox	Facilities Manager	Initial completion	29 May 2020
	Tom Trollis	HoG & Co. Sec.	First Review	03 June 2020
	Mark Cox	Facilities Manager	CIBSE maintenance guidance added	05 June 2020
	David Lanfranchi	CSM Risk Manager	BG Revision and update	08 July 2020
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TOPIC	WHAT ARE THE HAZARDS	RISK LEVEL	CONTROLS	ACTIONS REQUIRED	COMPLETE?	
Infection Control (General)	Risk of uncontrolled access by staff: staff entering without permission, risk of too many people accessing premises.	LOW	Have staff been instructed not to enter the workplace? - Employee Need to know statement. Employees to liaise with line manager	Clear communications strategy in place outlining that our workplaces will be opening from 4th May 2021 . Staff have been asked not to attempt to access the office without clearance from their Managing Director or Head of P&T.	Yes	
	Risk of infection spread through lack of clear guidelines on the return to office procedures/ when to self-isolate.	LOW	Have instructions been provided to staff about self isolation for both them and their household if they do have COVID-19 symptoms? Have clear guidelines on applicable conditions for the return to the office/ workplace been provided?	Updated CSM Welcome back to BG guide published	Yes	
		MEDIUM	CSM Will request staff to take bi-weekly lateral flow tests, to record results via the NHS app and to advise P&T of any positive results	Updated communication/ Welcome back to BG	Yes	
		MEDIUM	CSM will provide training on our new routines and processes	On line Stretch training released	Yes	
		MEDIUM	Install social distancing reminder signage (common areas)	Graphics package designed, approved and installed	Yes	
	Risk of confusion / misunderstanding of individual circumstances through lack of consultation.	LOW	Encourage and facilitate open and honest feedback	Updated (April 2021) consultation with colleagues and online questionnaires for all staff to understand the broad range of viewpoints and concerns CSM need to consider.	Yes	
		LOW	Direct access to senior management and/or helplines to provide support	Details of the RTW team included in the Updated CSM Welcome back to BG guide - We will also make available to all staff a centralised email box where concerns can be raised in complete confidence and addressed in a sensitive manner.	Yes	
	Risk of infection spread through inadequate cleaning processes in the workplace.	MEDIUM	We will consider the workplace environment, and this will include social distancing arrangements, the requirement for (and availability of) cleaning, handwashing and hygiene requirements and, where appropriate (and guided by government guidelines), providing personal protective equipment and adopting processes and routines to adapt to them.	Space management survey (max projected occupancy will be in the region of 40%)	Yes	
	Travel to Work	Risk of too many staff returning to the Workplace without adequate planning/ guidelines. Increased risk of infection for staff, households and third parties.	LOW	Staff to work from home with flexible working arrangements	Review team and agency requirements (consider critical workers initially) and maximum capacity of the office - plan for alternating team members. Everyone is to work from home until 4th May 2021	Yes
			MEDIUM	Recommendation for travel avoiding crowded transport e.g. by bike or on foot - Cycle to work scheme highlighted	300 cycle places only at BG. Shower access will need to be controlled and will all be included in the revised CSM Guide	Yes
Risk of infection to staff returning to Workplace using public transport.		MEDIUM	Colleagues with underlying health concerns / those with vulnerable members of households should be identified and should not work outside their homes	Identification of vulnerable individuals / those with vulnerable members of household.	Yes	
		MEDIUM	Travel should be arranged to avoid peak times (policy for flexible hours and staggering departure / arrival times)	Consistent CSM messaging to be adapted for agencies - included in the CSM Guide	Yes	
		HIGH	On public transport colleagues should, wear relevant PPE, maintain social distancing, good hygiene practices, and where necessary keep the time near others to a minimum.	Guidance to be provided in the CSM Guide - including masks in public areas at BG and when moving around the office.	Yes	
Access Arrangements (Common Areas)	Risk of crowding/ breach of social distancing measures.	MEDIUM	Pedestrian waiting areas outside of the building clearly identified with social distancing markers, which does not obstruct either pedestrian or vehicular access routes	Review possibility of implementing pedestrian waiting areas outside access points, providing clear guidance to people awaiting to access the building.	Yes	
		MEDIUM	Entrance doors set to open automatically or without needing to touch them where possible?	One way system with access via Victoria Street and exit into Buckingham Gate	Yes	
		MEDIUM	Additional cycle storage provided?	No additional storage proposed - 300 bikes maximum capacity	Yes	
		MEDIUM	Have additional storage facilities been provided for workers' clothes and bags?	Staff have personal storage/lockers for personal items - Some relocation will be required with process noted in the CSM Guide	Yes	
		MEDIUM	Is access to locker rooms or changing facilities regulated?	Signage placed to remind staff of social distancing / First come first served basis	Yes	
		MEDIUM	Cycle access maintained without contact points where possible?	Access to the cycle storage is contactless	Yes	
	Risk of infection through lack of clear responsibility, guidelines and adequate processes with regard to use of	MEDIUM	Handwash facilities or hand sanitiser available at all entry and exit points?	Hand sanitiser is available at all entry and exit points	Yes	
		MEDIUM	Signage in place in shower areas and changing rooms that states the facilities must be kept free of personal items and that social distancing must be maintained?	Landlord/ Landlord's agent to provide.	Yes	

	common areas by staff.	MEDIUM	Enhanced Cleaning implemented within shower facilities?	Cleaner is regularly checking and cleaning these facilities.	Yes	
		MEDIUM	Procedures implemented for courier and postal deliveries, including requesting only business post and parcels delivered?	Staff instructed not to have personal items delivered to site, hand sanitiser is readily available.	Yes	
Maintenance	Risk of infection and H&S Breach due to inadequate processes	MEDIUM	Office will reopen in accordance with CIBSE guidelines.	Review of guidelines action plan to be developed. Ref: CIBSE GUIDE: COVID-19 EMERGING FROM LOCKDOWN SAFELY RE-OCCUPYING BUILDINGS DOC	Yes	
	Ventilation is required in all occupied areas.	MEDIUM	Ventilation rates should not be reduced in line with reduced occupancy but maintained to mitigate any risk of airborne transmission.	Fresh air ratio increased to 100% and an IQI air quality audit undertaken.	Yes	
	Water - If a building was closed or had reduced occupancy during the coronavirus outbreak, water stagnation can occur due to lack of use, increasing the risk of Legionnaires' disease.	MEDIUM	If hot and cold water outlets are used infrequently, flush them weekly to prevent water stagnation.	If you cannot do this, work with your competent service partner to ensure systems are cleaned (if required) and disinfected before the building is occupied.	Yes	
	Heating systems	MEDIUM	Where heating systems have been isolated, annual pre-heating season service checks should be undertaken prior to restarting the system	If you cannot do this, work with your competent service partner to ensure systems are maintained	Yes	
	Controls & BMS	MEDIUM	All controls for equipment and machinery touch points cleaned after use where possible?	All touch point have increased cleaning regime and equipment cleaned down before and after each use. Full cleaning regime required for communal office equipment such as printers etc	Yes	
	Risk of infection spread through unclear guidelines for contractors accessing premises (non-cleaning staff).	MEDIUM	Contractor RAMS consider social distancing measures and processes to control infectious disease transmission?	Contractor to submit COVID-19 specific RAMS policy with permit to work request	Yes	
		MEDIUM	Site arrangements communicated to contractors appropriately prior to attendance (site rules etc)?	Number of contractors accessing building is regulated to prevent overcrowding?	Yes	
		LOW	Equipment is not shared between users. Where this is not possible, it is cleaned thoroughly between users?	Equipment is cleaned before and after use - Full cleaning regime needed	Yes	
	Social Distancing Measures	Risks specifically derived from common areas/ public visiting areas within the office environment. Risk of infection of staff/ clients and other visitors by lack of clear processes and guidance, and measure implemented to maintain social distancing.	MEDIUM	Extended hours implemented to enable more flexible working arrangements for staff	Agree flexible working arrangements are in place - In the CSM guide	Yes
			MEDIUM	Social area furniture removed or made unavailable to discourage congregation?	Distancing guidance to be adhered to at all times / Social area use restricted or curtailed - Within the CSM Live signage specification.	Yes
MEDIUM			Occupiers encouraged to reduce visitors to the building, where possible?	Staff asked to restrict visitors where possible (No visitors until May 17th 2021 but then subject to review) - included in the CSM guide	Yes	
LOW			Signing in procedures amended to prevent touch points?	New Land Securities procedure	Yes	
MEDIUM			Any visitors are allocated an appropriate time to attend the building to limit the number waiting within?	Signage placed on entry point - No visitors until May 17th then subject to review	Yes	
			Guidance for staff on inviting clients/ visitors into the Workplace?	No visitors until May 17th but then subject to review	Yes	
MEDIUM			Centralised Record of visitors held?	New Land Securities procedure / CSM QR code recording	Yes	
LOW			Guidance provided for visitors relating to measures implemented?	Included in the Welcome back to BG guide	Yes	
LOW			Security barriers manned manually, rather than using turnstiles and access control barriers?	Barriers are touch free so not an issue	Yes	
LOW			Signage used to direct movement into lanes, if feasible, while maintaining a 2 metre distance?	Signage in place on the ground floor and lifts - One way system effected for ingress / egress	Yes	
MEDIUM			Maximum numbers identified for lifts?	Maximum of 3 persons per lift except for under sized lifts where 1 person applies	Yes	
LOW			Hand sanitizer provided in each lift lobby?	Confirmation from Landlords	Yes	
LOW			Enable and encourage use of stairs instead of lifts where possible?	Security team encouraging use of stairs where possible.	Yes	
LOW			Automatic door opening devices considered to prevent touch points on handles?	Where entrance doors are not capable of operating automatically, consider leaving them open (if security allows). If they must remain closed, ensure there is hand sanitizer within the entrance area.	Yes	
LOW			Hand sanitiser stations provided within entrance areas and near common touch points?	Hand sanitiser provided at receptions.	Yes	
MEDIUM		Installation of barriers or screens considered where social distancing is not possible?	Confirmation from Landlords / Reception	Yes		
MEDIUM		Processes in place to restrict access to prevent overcrowding within common areas?	Security in place	Yes		
Risks specifically derived from the office environment / working at desks. Risk of infection spread to staff from poor hygiene / lack of controls/ processes to minimise risk of infection.		MEDIUM	Desks will need to be more widely spaced or furniture removed to create necessary safe distancing	Introduce rota/shift patterns on banks of desks. Assign desks to individual staff and manage foot flow in walkways.	Yes	
		LOW	One-way access routes set up within entrance areas where possible?	Plans implemented by CSM Live to reflect requirements on reopening	Yes	
		MEDIUM	Meeting rooms to have reduced occupancy to ensure distancing	Removal of meeting room chairs / Clear capacity signage and have cleaning products available for surfaces and AV controls - Cleaning protocol drafted	Yes	
		LOW	One-way access routes set up within circulation areas where possible?	One-way access routes set up	Yes	
		LOW	Floor plans produced identifying access and circulation routes?	CSM Live planning (SR/Rainer approval)	Yes	
		LOW	Pedestrian routes clearly identified and markings provided where appropriate	CSM Live planning (SR/Rainer approval)	Yes	
		MEDIUM	Number of persons within kitchens and break-out areas identified and controlled?	Signage to be included in CSM Live plans	Yes	
		MEDIUM	Break times staggered to reduce number of people in break-out areas?	No official break times - Emphasise need for sensible action in guide	Yes	
		MEDIUM	Plates / mugs etc cannot be shared	Mugs / spoons to brought in by individuals - Include in guide	Yes	

Kitchen & Break Out Areas	Risk of infection spread through poor planning/ lack of arrangements for high risk areas including kitchen and catering areas.	LOW	Signage displayed within kitchen areas to identify control measures in place (social distancing and handwashing)?	Signage to be included in CSM Live plans	Yes
		MEDIUM	Signage displayed within kitchen and break-out areas to identify control measures in place?	Signage to be included in CSM Live plans	Yes
		LOW	Staff encouraged to bring their own food into work pre-prepared only.	Included in CSM Guide	Yes
		MEDIUM	Hot water and soap provided within kitchen areas and stock levels are checked regularly?	Should form part of the revised Cleaning regime	Yes
		MEDIUM	Fridges to be used for sealed personal food	Included in CSM Guide / Signage for Fridges	Yes
WC Areas	Risk of infection spread through inadequate cleaning processes / arrangements in high risk areas including WC facilities.	MEDIUM	Ventilation systems maintained regularly and systems do not reduce levels where there are low occupancy levels?	Systems are constantly monitored by site engineer.	Yes
		MEDIUM	Hot water and soap provided within WC areas and stock levels are checked regularly?	Action required once reoccupation starts	WIP
		MEDIUM	Reduce number of in-use sinks / urinals to encourage social distancing where possible?	Signage to be included in CSM Live plans	Yes
		MEDIUM	Increased cleaning regimes implemented to WC, Disabled WC areas and showers, focusing on touch points such as flush handles and taps?	Should form part of the revised Cleaning regime	Yes
		MEDIUM	Appropriate signage displayed within WC areas?	Signage to be included in CSM Live plans	Yes
		MEDIUM	Paper towels provided in preference to hand dryers?	Should form part of the revised Cleaning regime	Yes
Cleaning Regimes	Risk of infection spread through: - inadequate cleaning regimen - failure to implement measures to address infection risk from materials brought into office environment - failure to ensure adequate waste storage and removal - failure to provide adequate resources - implement enhanced hygiene arrangements for staff and visitors to premises	HIGH	Cleaning regime to be benchmarked against HSE guidelines for office environment.	Guidelines to be sourced and reviewed with cleaning providers. Enhanced cleaning regime to be agreed. Procurement of additional cleaning supplies/ materials.	Yes
		HIGH	Provision to be made for enhanced hygiene facilities for staff and visitors - hand sanitiser, wipes, paper hand towels.	Identification and purchase of adequate resources.	Yes
		HIGH	Materials should, where possible, be cleaned upon delivery to office premises. Cleaning facilities to be made available to post room staff/ deliveries. Identification of areas where this may be minimised (?)	Identification of risk areas/ resources / responsibilities.	Yes
		HIGH	Guidelines communicated to staff for enhanced hygiene measures. Training to be delivered.	Guidelines to be prepared following government / HSE / Best practice advice in CSM Guide . Training module shared on Stretch	Yes
		HIGH	Review of current waste storage and removal processes in place. Alterations to processes as necessary to be implemented.	Discussions with landlord and cleaning providers to establish alterations to processes required.	Yes
		HIGH	Office environment to be reviewed to remove unnecessary items/ materials to safekeeping. Staff to limit belongings in the office. Re-state clear desk policy for effective cleaning.	Guidelines to staff to include restatement of clear desk policies. Office managers to work to clear offices on unnecessary materials.	Yes
		HIGH	Shared equipment to be identified and either removed or facilities made available for cleaning after use.	Examples may include printers, office supplies etc. Removal or cleaning facilities to be made available. Include in guidelines for cleaning.	Yes
		HIGH	Communication of enhanced cleaning regime and hygiene practices to staff	Provision made for posters/signage etc and inclusion in CSM Guide .	Yes
Signage & Communications	Risk of infection through lack of clear guidelines to staff.	MEDIUM	CSM Live survey site survey	Complete with plans / costs	Yes
		MEDIUM	Communications should include general safety measures and controls; - required ways of working - Expectations on staff, contractors, visitors; - Agency commitment and undertakings; - Reporting of concerns or safety incidents.	CSM RTW Guide published by email, training, posters etc. Periodic review to ensure communications are up to date.	Yes
		MEDIUM	Consistent messaging across all comms channels; Consideration of audiences with disabilities/ language barriers (staff and visitors etc)	Check against all channels and audiences - Agency statements, Group statements, Employee and staff comms, websites, intranet etc. Agree responsibilities for updating and review.	Yes
		MEDIUM	Clear guidelines for raising concerns with availability of anonymous or impartial channels.	Agreement of appropriate resources/ lines of reporting. Restatement of Whistleblowing helpline.	Yes
		MEDIUM	Training: - Core return to office/ workplace guidelines to be prepared and issued; - Specialist training for key staff to be identified and agreed (e.g. IT staff, front of house staff etc.)	Stretch training programme developed/delivered and kept under review. Records maintained of training completed.	Yes
		MEDIUM	Guidelines and training to include guidance/ instructions of social distancing measures.	Individual guidance on staggered start and finish times, or other altered working patterns or schedules to be issued to staff on a personal basis.	Yes
		MEDIUM	Communications should include guidelines on emergency processes and how these are impacted (evacuation procedures); and guidelines for specified groups (e.g. First Aiders).	Emergency evacuation processes to be reviewed alongside other impacted plans (First Aid provision etc) and changes to be communicated.	Yes